Critical Information Summary

This Critical Information Summary outlines the most important elements of your recent transaction for mobile services.

Name:	NONVIKAN KARL-AUGUSTT ALAHASSA	**Telephone Number:**	438-923-4062
Account Number:	939133096	**Date of Agreement:**	Sep-09-2022

Device Information

Device Price	**$1,000.00**
GST/HST	**$50.00**
PST/QST	**$99.75**
Device Price (after taxes)	**$1,149.75**

You may return or exchange your device within 15 days from the Activation Date (or 30 days if you self-identify with a disability) as long as you return it to where it was purchased in complete and original condition. If you return your device and cancel your services, you will be billed for mobile service charges incurred up to the cancellation date.

Mobile Services

Plan Details

Plan Name	20GB, Talk & Text Plan
Plan Category	Fido Payment Program QC
Plan Monthly Service Fee	$55.00
Service Agreement Term	Month to Month

Plan Includes

- 20GB at 4G speeds (up to 150Mbps)
- Unlimited Text, Picture and Video Messages from Canada to Canadian, U.S. and International Mobile Numbers
- Unlimited Canada-Wide Minutes
- Call & Name Display
- Voicemail
- Call Waiting
- Conference Call
- Data Overage Protection. Data is paused once you hit your plan's limit. To unpause, you can add more data.

When using your services, including any unlimited services, please remember that you are subject to our Acceptable Use Policy, provided to you and posted at fido.ca/terms.

Add-Ons

Add-On Name	**Add-on Monthly Service Fee**
ADFSRA227 Prem Device Protection Android	**$12.99**

Model: Samsung Galaxy S20 FE 5G Blue 128GB **IMEI:** XXXXXXXXXX15485

Add-on Description

- Prem Device Protection Android - Applies to enrolled device. Repair processing fee up to $129 applies per fulfilled service request (+tax). First screen break repaired on us (if no other damage). Up to 2 accidental damage from handling/defects service request per 12-mo period. To contact us or view the full terms and conditions, visit fido.ca/servicerequest.

Add-On Name	**Add-on Monthly Service Fee**
OPTSRA1AK Mini Voice Msg - EN	**$0.00**

Add-on Description

- Mini Voicemail allows for up to 3 stored messages. Maximum message length is up to 3 minutes and can be stored for a maximum of 3 days. Airtime is deducted from your plan during message retrieval. Long distance charges may apply if outside home calling area.

Add-On Name	**Add-on Monthly Service Fee**
TAGSRA57S TAG Mobile Plan - 12 mos.	**$0.00**

Monthly Fees for Mobile Service

Monthly Fees – Plan	**$55.46**
Monthly Fees – Add-ons	**$12.99**
Total Monthly Fees for Mobile Service (before applicable taxes and discounts)	**$68.45**

Monthly Fees for Payment Program

Monthly Payment – Financed Device	**$37.67**
Monthly Payment – Financed Device GST/HST	**$1.89**
Monthly Payment – Financed Device PST/QST	**$3.76**
Total Monthly Payment Program Payment	**$43.32**

Promotions and Discounts

Added/Current Promotions and Discounts	Amount	Duration	Start Date	End Date
Mobile Plan - 12 mos.	**$10.00**		**Sep-09-2022**	**Sep-08-2023**
Payment Program Promotion	**$31.67**	**24 months**	**Sep-09-2022**	**Sep-09-2024**
5 Extra Hours of Data	**$0.00**		**Sep-09-2022**	
US GPRS $0.006	**$0.00**		**Sep-09-2022**	

*Fido Payment Program Promotion is applied against your monthly services and ends if payment program agreement is cancelled.

One-Time Fees

Setup Service Fee (to setup your device and related services) (before taxes)	**$50.00**

Contacting Fido and the CCTS

To contact Fido about your mobile service, reach out to us in any of the ways listed at **fido.ca/contactus** or call us at 1 888 481-FIDO (3436).

If you have a concern that isn't resolved to your satisfaction after contacting us through the above options, we invite you to share your concern in detail by submitting it to us at **fido.ca/concern** or writing to us at Office of the President, 333 Bloor St. East, Toronto ON M4W 1G9. If your concern still isn't resolved, you can write to the Office of the Ombudsman. Learn how to contact the Office of the Ombudsman by visiting **fido.ca/ombudsman**.

Finally, you can also write to the Commission for Complaints for Telecom-television Services (CCTS) at www.ccts-cprst.ca, or call them at 1 888 221-1687.

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Mobile Service Agreement

CUSTOMER INFORMATION

Name	NONVIKAN KARL-AUGUSTT ALAHASSA
Billing Address	3465 AV VAN HORNE MONTRÉAL, PQ, H3S1R7
Home Phone Number	111.111.1111

PAYMENT INFORMATION

Method of Payment	Bill me
Bill Media	online
Credit limit accepted on this account is	**$600.00**

ACCOUNT INFORMATION

Transaction Type	Add to Existing Account
Account Number	939133096
Consolidated Bill	No
Date of Agreement	**2022-Sep-09**
Place of Agreement	MONTREAL, QC
Language of Preference	English

STORE INFORMATION

Sales Rep/Agent	Nauman
Store Name	MOBIFONE JEAN-TALON
Store Address	436 RUE JEAN-TALON OUEST SUITE 100 MONTREAL, QC, H3N1R2
Store Contact Number	514.272.2355

INDIVIDUAL

438-923-4062 NONVIKAN KARL-AUGUSTT ALAHASSA

PORT REQUEST INFORMATION

Port Telephone Number	438.923.4062
Temporary Telephone Number	438.927.7465
Port in Date	2022-Sep-09

PLAN AND/OR ADD-ON DETAILS

Mobile Plan Details

Plan Number	LTOM012AZ
Plan Name	20GB, Talk & Text Plan
Plan Category	Fido Payment Program QC
Monthly Service Fee	**$55.00**
Service Agreement Term	**Month to Month**

Plan Includes

- 20GB at 4G speeds (up to 150Mbps)
- Unlimited Text, Picture and Video Messages from Canada to Canadian, U.S. and International Mobile Numbers
- Unlimited Canada-Wide Minutes
- Call & Name Display
- Voicemail
- Call Waiting
- Conference Call
- Data Overage Protection. Data is paused once you hit your plan's limit. To unpause, you can add more data.

Add-on(s)

Add-On Name	Monthly fee
ADFSRA227 Prem Device Protection Android	**$12.99**

Model: Samsung Galaxy S20 FE 5G Blue 128GB

IMEI: XXXXXXXXXX15485

Add-on Includes

- Prem Device Protection Android - Applies to enrolled device. Repair processing fee up to $129 applies per fulfilled service request (+tax). First screen break repaired on us (if no other damage). Up to 2 accidental damage from handling/defects service request per 12-mo period. To contact us or view the full terms and conditions, visit fido.ca/servicerequest.

Add-On Name	Monthly fee
OPTSRA1AK Mini Voice Msg - EN	**$0.00**

Add-on Includes

- Mini Voicemail allows for up to 3 stored messages. Maximum message length is up to 3 minutes and can be stored for a maximum of 3 days. Airtime is deducted from your plan during message retrieval. Long distance charges may apply if outside home calling area.

Add-On Name	Monthly fee
TAGSRA57S TAG Mobile Plan - 12 mos.	**$0.00**
Add-on Term:	**24 month(s)**
Add-on Term Start Date:	**2022-Sep-09**
Add-on Term Expiry Date:	**2024-Sep-09**

Unless otherwise stated, all voice minutes, messages and mobile internet details set out above refer to usage on our network (i.e., within Canada on our network and to a Canadian number, as applicable). When using your services, including any unlimited services, please remember that you are subject to our Acceptable Use Policy, provided to you and posted at fido.ca/terms.

PROMOTIONS AND DISCOUNTS

Added/Current Promotions and Discounts	Amount	Duration	Start Date	End Date
Mobile Plan - 12 mos.	**$10.00**		**2022-Sep-09**	**2023-Sep-08**
Payment Program Promotion	**$31.67**	**24 months**	**2022-Sep-09**	**2024-Sep-09**
5 Extra Hours of Data	**$0.00**		**2022-Sep-09**	
US GPRS $0.006	**$0.00**		**2022-Sep-09**	

*Fido Payment Program Promotion is applied against your monthly services and ends if payment program agreement is cancelled.

SUMMARY OF FEES

Monthly Fees for Mobile Service

Monthly Fees – Plan	**$55.46**
Monthly Fees – Add-ons	**$12.99**
Total Monthly Fees for Mobile Service (before applicable taxes and discounts)	**$68.45**

Monthly Fees for Payment Program

Monthly Payment – Financed Device	**$37.67**
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Monthly Payment – Financed Device PST/QST	**$3.76**
Total Monthly Payment Program Payment	**$43.32**

One-Time Fees

Setup Service Fee (to setup your device and related services) (before taxes)	**$50.00**

DEVICE INFORMATION

Device	
Device Model	Samsung Galaxy S20 FE 5G Blue 128GB
Device Colour	Blue
Device Serial Number/IMEI	353610585215485
SIM	XXXXXXXXXXXXXXX6409

Device Charges	
Device Price	**$1,000.00**
GST/HST	**$50.00**
PST/QST	**$99.75**
Device Charge (after taxes)	**$1,149.75**
Less Total Payment Program Amount	**$1,039.42**
Pay Now (down payment including taxes)	**$110.33**

This is your service agreement with Fido, operated by Rogers Communications Canada Inc. ("**Fido**") for your Fido mobile services.

1. Additional Fees

a. Will I be charged any fees in addition to the monthly fees listed in my service agreement?

Where applicable, the following monthly government 9-1-1 fee will be charged per line: **$1.88** in Saskatchewan, **46¢** in Québec, **43¢** in Nova Scotia, **97¢** in New Brunswick, **70¢** in Prince Edward Island, **95¢** in Alberta, and **75¢** in Newfoundland and Labrador.

Where applicable, additional airtime, data, long distance, roaming, pay-per-use charges and taxes are extra and billed monthly. For more information on the services, including services you have subscribed to, please see the Fido materials describing your plan or add-on, or visit fido.ca.

2. Pay-Per-Use Services

a. In addition to the plan and add-ons I have subscribed to, what pay-per-use services do I have access to and how will I be charged?

Some of the following features may be included with your plan or add-on; if not included, they are pay-per-use services and a pay-per-use charge applies each time you use a pay-per-use service (as well as roaming and long distance charges, if applicable). Some features are only enabled on compatible devices.

i. **Roaming.** Roaming is mobile usage outside of the Fido network (excluding Extended Coverage as described below). When roaming, your usage is routed through the mobile network of another carrier and may result in roaming charges. Roaming usage is intended for limited and occasional use and includes: talk; text, picture and video messaging; and data usage (such as apps, email, instant messaging, visual voicemail and web browsing). While roaming, certain services or features are not available or have limited functionality. Please visit fido.ca/roaming for roaming pay-per-use rates, plans and destinations.
ii. **Long Distance Calling.** For information on how mobile long distance calling is charged, please refer to the Fido Terms of Service. Please visit fido.ca/longdistance for current long distance rates.
iii. **Text, Picture and Video Messaging.** A pay-per-use charge applies for each message sent or received. Premium messages are charged at applicable rates.
iv. **Pay-Per-Use Data.** A daily, weekly or monthly usage charge applies, based on your selection at the time of use.
v. **Video Calling.** A pay-per-use charge for each minute of video calling placed and received applies in addition to airtime charges.
vi. **4-1-1 Directory Assistance.** A service charge applies in addition to airtime charges, even if the number you have requested is unlisted.

For more information, including rates, please visit fido.ca.

3. Returning Your Device

a. What is the Fido device return policy?

You may return or exchange your device within **15** days from the Activation Date as long as you return it to where it was purchased in complete and original condition. If you want to return your device and cancel your services, you will be billed for mobile service charges incurred up to the cancellation date.

SEE OVERLEAF

4. Mobile Coverage

a. Where can I find information about Fido mobile service coverage?
For information on service coverage area, including complete service coverage maps, please visit fido.ca/coverage.

b. What is Extended Coverage and how does it work?
Extended Coverage provides additional coverage areas in Canada outside of the Fido network. If you have access to Extended Coverage, it is intended for limited and occasional use. As such, the majority of your monthly usage (talk, messaging and data) must occur on the Fido network. If, on an ongoing basis, the majority of your monthly usage occurs within Extended Coverage areas, we may restrict or limit your access to Extended Coverage. While using Extended Coverage, certain services or features are not available or have limited functionality. For details, please visit fido.ca/coverage.

5. Additional Information

a. Where can I find tools to help me manage my mobile bill?

For information on tools to help you manage your bill, including notifications on data usage and roaming, data caps and usage monitoring tools, please visit fido.ca or log into your Fido My Account to view details on your actual usage.

b. Where can I find information about the Wireless Code?
For information on the Canadian Radio-television and Telecommunications Commission (CRTC)'s Wireless Code, please visit the CRTC website at crtc.gc.ca/wirelesscode.

c. How can I contact Fido and the CCTS?
To contact Fido about your mobile service, reach out to us in any of the ways listed at **fido.ca/contactus** or call us at 1 888 481-FIDO (3436).

If you have a concern that isn't resolved to your satisfaction after contacting us through the above options, we invite you to share your concern in detail by submitting it to us at **fido.ca/concern** or writing to us at Office of the President, 333 Bloor St. East, Toronto ON M4W 1G9.

Finally, you can also write to the Commission for Complaints for Telecom-television Services (CCTS) at www.ccts-cprst.ca, or call them at 1 888 221-1687.

6. Important Things You Need to Know about Your Service Agreement

This service agreement must be read with:

i. any **applicable mobile service agreement you previously entered into with Fido;**
ii. the **Fido Terms of Service, Acceptable Use Policy** and **Privacy Policy** provided to you and posted at fido.ca/terms;
iii. any **additional terms and conditions** that apply to a specific service you subscribe to or use; and
iv. any **Fido material describing your services or products you purchase.**

These materials, together with this service agreement, are referred to collectively as your "**Agreement**".

By entering into this service agreement, you acknowledge that you have read, understood and agree to all of the details in your Agreement; and in addition you expressly:

i. authorize Fido or any other member of the Rogers Communications Inc. organization to obtain information about your credit history to create and manage your account and assess your eligibility for other Fido and Rogers products and services. You acknowledge that Fido may share your credit experience and credit information with others including credit bureaus, credit grantors and collection agencies.
ii. authorize Fido to collect and use your current and historical personal location information associated with any device you use under this service agreement in order to provide geo-location based offers for products or services to you, with the ability to opt-out of receiving these offers.
iii. agree that your personal and account information may be disclosed to other members of the Rogers Communications Inc. organization, and to our agents or sub-contractors, authorized dealers and distributors, to service your account, respond to your questions, telemarket (including by way of automatic dialing and announcing devices), and promote additional products and services offered by members of the Rogers Communications Inc. organization. If you do not wish to receive these offers or information, please contact Fido Customer Service at 800 De La Gauchetière Street West, Suite 4000, Montréal, Québec H5A 1K3 or call 1 888 481-3436.

SEE OVERLEAF

iv. agree that your account information may be disclosed to third-party companies which provide additional value-added services included with your services in order to communicate with you about these services.

v. confirm that, if you request that any phone number be transferred from another service provider, you are the account holder of the number or his/her authorized agent. You authorize Fido to act as an agent on your behalf to contact your current service provider to submit any cancellation or transfer requests.

vi. agree to receive your Agreement (if you choose electronic delivery), bill and other materials from us in electronic format, including in your My Account inbox, available at fido.ca.

vii. acknowledge that if you are making a change to your account: (A) any new changes to your account are set out in this service agreement; (B) all other aspects of your service agreement remain the same; and (C) any services you have removed may no longer be available.

X _____ 09-Sep-2022

Customer Signature — Date

X _____ 09-Sep-2022

Authorized Fido Signature – Fido, operated by Rogers Communications Canada Inc. — Date

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